

Track Name: The Evolution of CAHPS Surveys
Session Name: Update on the CAHPS Clinician & Group Survey Instruments
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Developing a Provider Version of the Clinician & Group Survey

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Lineage of the C&G Provider Instrument

- CAHPS Health Plan survey instrument
 - Included patients' reports of their experiences with & ratings of doctors
- CAHPS Clinician & Group survey instrument
 - Referent physician referred to as “this doctor”
 - Core items

CAHPS is responsive to users' needs

- We received requests from CAHPS survey users to develop an instrument that will allow patients to report about their experiences with healthcare professionals including:
 - Nurse Practitioners
 - Physician Assistants
 - Nurse Midwives
 - As well as Physicians

Item Wording in CAHPS Provider Survey

- Referent changed from “this doctor” to “this provider”:
 1. Our records show that you got care from the provider named below in the last 12 months.

[Name of provider label goes here]

Is that right?

☐ Yes

☐ No → **If No, go to #80 on page X**

The questions in this survey booklet will refer to the provider named in Question 1 as “this provider.” Please think of that person as you answer the survey.

- But ...

Devilish Details

- Complexities identified in moving from physician-specific to provider-specific wording:
 - Rewording of supplemental items
 - Developing a Spanish language version
 - Section about “other providers at this provider’s office”

Pretesting of the Provider Questionnaire

- Cognitive Interviews
 - Spanish language version tested first
 - Then revised English cognitive interview protocol
 - Conducted cognitive interviews with English speakers
 - Incorporated findings from cognitive testing into the instrument

Next Steps

- Beta Version of CAHPS CG Provider instrument available for use in June 2010
 - “Beta” version because:
 - No field testing of this questionnaire yet
 - There may be changes based on the planned review of the CAHPS suite of ambulatory instruments
 - Findings from the development of a Patient Centered Medical Home questionnaire will also inform the content of the Provider instrument

Thank You